



An  Essential Utilities Company

Press Release

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Aqua Pennsylvania asks southeastern Pennsylvania customers to discontinue nonessential water use as utility recovers from storm damage

BRYN MAWR, Pa. – Aqua Pennsylvania asks customers throughout its southeastern Pennsylvania service area to discontinue nonessential water use until further notice as the utility works to restore normal operations at two major water treatment plants that sustained damage due to the devastating floods caused by the remnants of Hurricane Ida.

Aqua had to shut down its Pickering East and West water treatment plants in Phoenixville, Pa., due to heavy rainfall, flooding and loss of power. Aqua has successfully returned a portion of the Pickering East plant online, but as the flood waters began to subside over the past few hours, utility professionals have been able to assess the extent of damage, which is greater than previously thought. The utility says it is apparent that it will take some time for full recovery to take place and asks customers to take all possible measures to curtail water use until further notice. Those who have automatic sprinklers were advised to turn them off. Customers were notified earlier today through emails, voice mails and text messages.

“The remnants of Hurricane Ida wreaked havoc throughout southeastern Pennsylvania,” said Aqua Pennsylvania President Marc Lucca. “And our thoughts and prayers are with all of the people devastated by terrible flooding, tornadoes and high winds. Our employees are working tirelessly to restore full water supply to serve the families, businesses and communities who rely on us, and we appreciate our customers’ cooperation by conserving water.”

Aqua is making adjustments in other parts of its interconnected southeastern Pennsylvania water system to increase supply to the Pickering service area, but it will take time to offset the volume of water normally produced at the two plants.

Aqua also advised customers that the utility’s toll-free customer service number is currently out of service due to flood-related issues experienced by its phone vendor. Customers can visit the Pennsylvania state page of AquaAmerica.com for updates or

follow Aqua on Facebook at facebook.com/MyAquaAmerica and on Twitter at @MyAquaAmerica.

Aqua Pennsylvania serves approximately 1.4 million people in 32 counties throughout the Commonwealth of Pennsylvania.

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